



GOUTHAMI INSTITUTE OF TECHNOLOGY AND MANAGEMENT FOR WOMEN

(Approved by AICTE, New Delhi & Affiliated to JNTU, Ananthapur)
Sai Nagar, Peddasettypalli(V), Proddatur, KADAPA(Dt), A.P. - 516 360

GRIEVANCE AND REDRESSAL COMMITTEE

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College as per the UGC guidelines to redress the grievances of both the staff and the students. Since the inception of the college, the Committee has been under the direct purview of the Principal.

The grievances received by the Principal are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue.

The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

Functions of the Grievance Redressal Committee

- To accept written grievances from students and staff related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.
- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.

GRIEVANCE REDRESSAL CELL

It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is indented to find solutions for problems like Sexual harassment – any kind of physical or mental harassment, Complaints regarding class room teaching – Class room management, completion of syllabus, teaching methods etc, If and when they arise. The Grievance Redressal Cell convenes meetings periodically and takes steps to redress the grievance.

OBJECTIVES:

The objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the Institute. The objectives of the Grievance Redressal Cell are:

1. To develop an organisational framework to resolve Grievances of Students and other stakeholders
2. To provide the Students access to immediate, hassle free recourse to have their Grievances redressed
3. To enlighten the Students on their duties and responsibilities to access benefits due under the policies
4. To establish structured interactions with Students to elicit information on their expectations
5. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy

RESPONSIBILITY FOR REDRESSAL:

1. The final responsibility for Grievance Redressal rests with the Principal of the College.
2. The College expects that Grievance Redressal be time bound and result oriented. Every Grievance is expected to be resolved within a maximum period of fifteen working days.
3. The Grievance Redressal Cell of the college shall monitor status and progress of Grievance Redressal and shall furnish quarterly report on Grievance Redressal position to the Principal.

PURPOSE

The Grievance Redressal cell of the college functions with the following purposes

- To ensure a democratic environment in the campus,
- To acquaint all the teacher-trainees about their rights and duties,
- To solve the various personal and educational related grievances of the teacher-trainees,



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GRIEVANCE REDRESSAL COMMITTEE

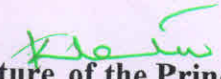
MINUTES OF OPENING MEETING 2022-2023

DATE OF MEETING :- 18-10-2022
VENUE :- Principal's Office

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The following items were discussed during the meeting:

- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To accept written grievances from students and staff related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.
- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.


Signature of the Principal

PRINCIPAL
Gouthami Institute of Technology
and Management for Women
Peddasettypalli (V),
Proddatur-516360, Kadapa (Dt.)



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Grievance Redressal Committee

SNO	NAME OF THE COMMITTEE MEMBER	DESIGNATION	SIGNATURE
1	Dr..K.Umakantham	Principal	
2	Ayyavaraiah	Assistant Professor & HOD CSE	
3	Y.Prakash Rao	Assistant Professor & HOD ECE	
4	R.Vijaya Lakshmi	Assistant Professor & HOD EEE	
5	D.Vijayamma	Assistant Professor & HOD H&S	
6	B.Venkateswaramma	Assistant Professor	

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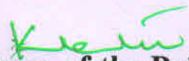
GRIEVANCE REDRESSAL COMMITTEE

Minutes of Closing Meeting 2022-2023

Date of Meeting :- 17-7-2023
Venue :- Principal's Office

The following points were discussed during the Grievance Redressal Committee Meeting held

- Assigning staff members as in charges to receive complaints.
- Placed number of complaint box at Office of Principal for students to lodge their complaints / suggestions.
- The report of grievance committee is forwarded to Principal for further action.
- To discuss and approve the methods of Redressal and appropriate action to be taken in the matter.
- Any other item with the permission of Chair. As per the discussions conducted and the approved minutes in the said meeting action was taken as under.
- The mechanism of grievance Redressal by the College Grievance Redressal Cell was communicated to all the learners through:
 - a. Issuance of Notice to learners.
 - b. Comprehensive information link made available on the College website.


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